

# The National Customer Service Center is our name!

■ Customer Service is our fame!



# *Message from the Director Hello!*

*The National Customer Service Center (NCSC) is ready to provide you, our customer, with any assistance you may need involving your GSA order(s). The following presentation contains valuable information concerning the transportation involved with your order(s). I hope that you find it helpful and informative. Please enjoy.*



# GSA National Customer Service Center (NCSC)

- *WorldWide commitment TO OUR CUSTOMERS*
- *Real Voice: 7am - 6pm CST  
-Monday through Friday*
- *How to transmit discrepancy reports electronically 24 hours:*
  - *<http://apps.fss.gsa.gov/ncsc>*
  - **GSA (NCSC) E-Resolve**
  - *E-Mail [NCSCcustomer.service@gsa.gov](mailto:NCSCcustomer.service@gsa.gov)*
  - *Fax (816) 926-6952/1572*
  - *Toll Free 800-488-3111*
  - *DSN 465-1416*



**E-Resolve is the newest and most expedited method for the reporting of any type of discrepancy.**

**<http://apps.fss.gsa.gov/ncsc>**

The screenshot shows a web browser window displaying the GSA National Customer Service Center E-Resolve page. The page has a blue header with the GSA logo and the text "National Customer Service Center E-Resolve". Below the header, there is a main content area with a form for entering a Requisition Number, Order Number, or Global Supply Session Number. The form includes input fields and a "Suffix" dropdown. To the right of the form is a "Related Offerings" section with a list of links. At the bottom of the page, there is contact information for the GSA National Customer Service Center.

**GSA National Customer Service Center E-Resolve**

Please enter the Requisition Number or the Order Number or the GGS Session Number.

**Requisition Number:**  **Suffix:**

OR

**Order Number:**

OR

**Global Supply Session Number:**

[Check Requisition Status](#)

**\* Related Offerings**

- [Questions and Feedback](#)
- [NCSC Customer Customer Survey](#)
- [Schedules e-Library \(contract award information\)](#)
- [GSA Advantage!](#)
- [Customer Service Directors](#)
- [National Furniture Center \(NFC\)](#)
- [General Products And Services](#)
- [GSA Hardware SuperStore](#)
- [Information Technology Products and Services](#)
- [Management Services Center](#)
- [Office Supplies and Administrative Services](#)
- [Services](#)
- [CMLS\(Publications\)](#)
- [FAQs](#)

1500 East Bannister Road, Building 4,  
Kansas City, MO 64131  
Toll free 1-800-488-3111  
DSN 465-1416.  
Hours of Operation: 7:00am - 6:00pm(CST)

# Telephone!

**800-488-3111 – DSN 465-1416**

- When using the telephone in reporting your discrepancy.
- You should provide the following:
  - Your Name
  - Activity Address Code and Commercial Telephone Number
  - 14 digit requisition/document number
  - Statement of the problem





New web based application <http://apps.fss.gsa.gov/ncscgbl/> which allows carriers to request CTC's for GSA GBL or SBL through the internet. This application may also be accessed and used by anyone requiring copies of GBLs or SBLs.

**GSA National Customer Service Center**  
GBL Request  
(All fields in red are required.)

**Request Certified True Copies/Copy of GBL(s)/BL(s)**

- Please enter the information below and submit the request for GBL(s)/BL(s).

**Date of Request:** 02/17/2005

**Point of Contact(Name):**

**Telephone Number:**  **Ext. :**

**Street Address:**

**City:**  **State:** Alabama (Please choose the state)

**ZipCode:**

**Number of GBL(s)/BL(s) Requests:** 1

\*If Carrier is only requesting certification on a copy of the BL/GBL,  
Then it must be mailed with a Self Addressed Envelope to  
GSA,FSS,NCSC  
1500 East Bannister Road, Building 4,  
Kansas City, MO 64131

[NCSC Home](#) [E-Resolve Home](#)

# Submitting the Report by Mail

- Report of problems may be mailed using the Standard Form 361, Transportation Discrepancy Report.
- Mail to: GSA, National Customer Service Center, 1500 E. Bannister Road ~ Bldg 4, Kansas City, Mo. 64131-3088



# Which form should you use?

## ■ SF 361 Transportation Discrepancy Report

- Use this form to report problems noted in the transportation of your order to your facility.

- » Loss and Damaged

- » Entire shipment rejection

- » Accessorial services not performed as ordered



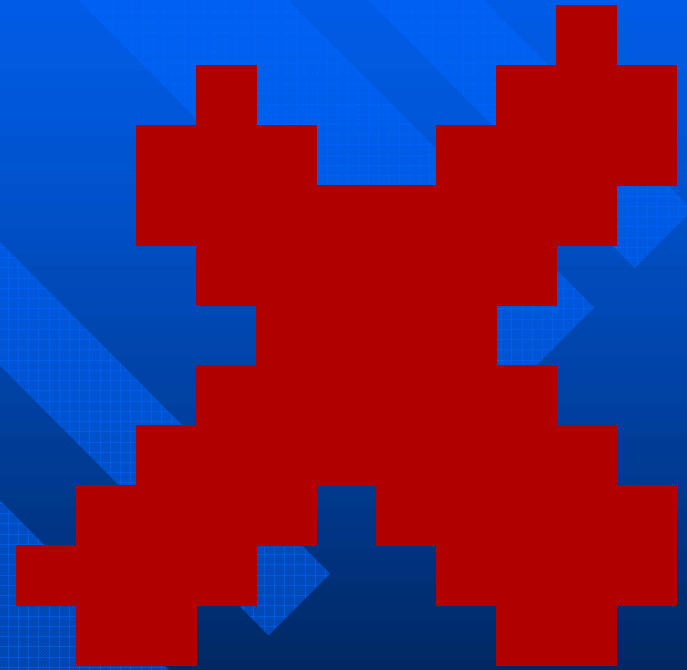
# Types of Orders You can Report

## ■ Orders shipped from GSA.

- Depot
- Vendor direct/indirect (shipments with immediate stops between GSA facilities and the ultimate user)
- Orders shipped from DOD depots or other Government facility as directed by GSA
- Orders purchased and inspected for the customer by GSA
- Orders under GSA Federal Supply Schedule contracts that specify source inspection by GSA.

# Can I Refuse a Shipment?

- You should not refuse any shipment and accept all cartons marked for you unless hazardous and leaking or damaged beyond repair.
- Incorrectly refusing your shipment may result in storage and redelivery fees for your agency.



# Acceptance of Damaged Freight



- Again, you have a right not to accept any cartons if they are hazardous and damaged beyond repair. If however, you accept any damaged items, you should:
  - Sign the driver's delivery ticket annotating any and all damage and ensure the driver's signature is legible on your copy.
  - For concealed damage, you must call the carrier for and inspection within 15 days of delivery. Please retain the shipping container and packaging material. The carrier may return to inspect, hire an inspection company, or give a written waiver that they will not inspect the damage.

# Acceptance of Damaged Freight Continued

- On concealed damage, the consignee may request an inspection report on or after day sixteen (16). However, the burden of proof shifts from the carrier to the consignee and the consignee must provide evidence that the damage did not occur after delivery.
- Carriers may refuse to inspect concealed damage material due to the consignee's failure to contact them for an inspection report within fifteen (15) days.

# The Importance of Annotated Delivery Receipts

- A carrier's delivery receipt usually state the following: "Freight received in good order unless as indicated." This document may be used to refute any subsequent claim that you may have against the carrier. So.....  
make sure that you annotate shortages, overage, and damaged freight. Again sign the delivery receipt along with the driver.
- Remember the freight bill which is signed by the consignee at the time of delivery is "*prima facia*" evidence in a court of law.



# The Importance of Annotated Delivery Receipts Continued

- Annotations of “Subject to Count” or “To Inventory Later”, or any other ambiguous remarks used instead of performing a perjoint inventory at the time of delivery are not valid.
- Any shortages or obvious damages that are found later after using these remarks will not be honored in a court of law holding a carrier liable for those discrepancies.
- Be very specific if possible.

# Filing a Transportation Claim

- **GSA Directed Shipments**
  - **Submit the discrepancy to GSA and the National Customer Service Center (NCSC) will file the claim against the carrier.**

# Consignee's Financial Responsibility for Shipment Storage

- Frequently the carrier is forced to return a shipment to its' warehouse due to a customer not being available, bad address, or other reasons that are not the fault of the carrier.
- If after review it is determined that the cause for the storage was the fault of the consignee, the costs for the storage will be expensed against the agency.

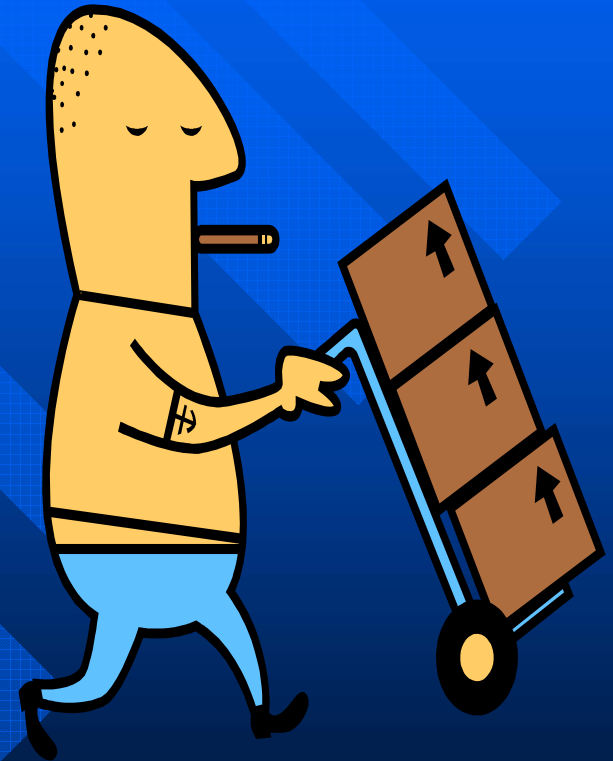
# Importance of Accurate Addresses

- Insures timely delivery
- Eliminates re-delivery charges
- Eliminates frustrated shipments
- How to change address with GSA
  - Civilian Agencies: Contact the Supply Management Division (FCSI) @ (703)305-7977 Or Fax (703)305-7083
  - DOD: Assigned by each Service (DOD 4000.25.6M)



# Inside Delivery Requirements & Dock Restrictions

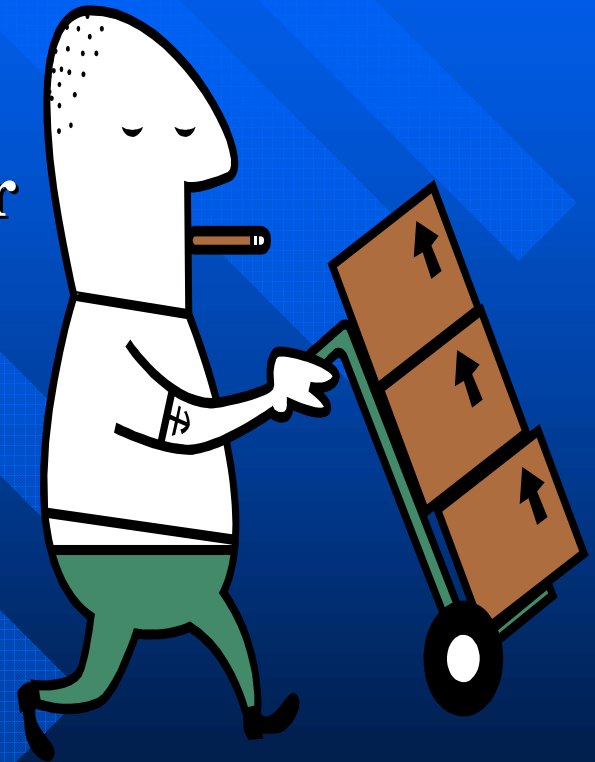
- Things you should know about inside delivery:
  - Must be requested at the time of the order.
  - A carrier does not have to perform inside delivery if it is not requested prior to delivery.
  - Ordering inside delivery after delivery arrives may cost your activity twice as much.
  - Inside delivery to another floor level only if accessible to an elevator or escalator that material will fit into.





# Inside Delivery Requirements & Dock/Ramp Restrictions Continued

- The typed remark of “inside delivery required” on the shipping papers does not necessarily mean that the carrier will perform the service.
- Consignee should notify GSA that no dock/ramp is available and that lift-gate services are required.
- Unloading must be able to be performed by one person.



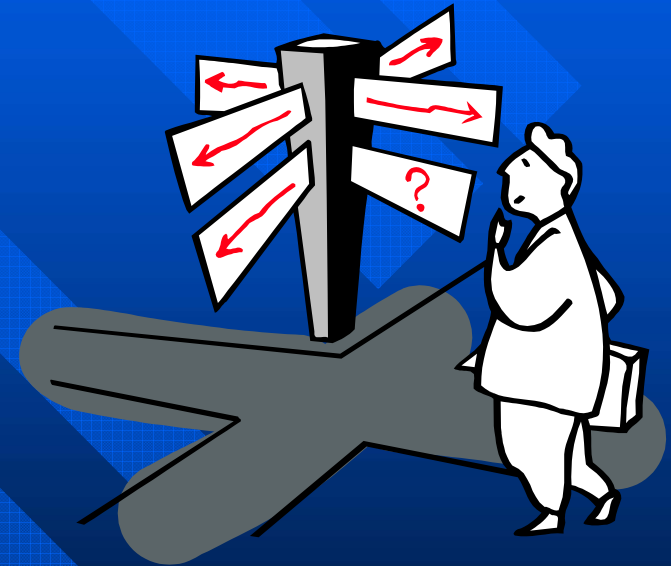
# Inside Delivery Requirements & Dock/Ramp Restrictions Continued

- Cannot accommodate a 56 foot long tractor/trailer with 14ft height clearance.
- Carrier responsible for tailgate delivery. This means that the carrier is responsible for bringing the freight to the back of the trailer and the consignee is responsible for unloading.



# Mis-directed Shipments

- Report to the National Customer Service Center
  - Cause of mis-delivery
    - » GSA error – will reroute
    - » Customer ordering error- customer responsible for rerouting.
      - If the shipment is contained on a truck at your facility, GSA will re-route and charge your agency



# **Vendor Shipment Responsibilities**

- **F.O. B. Destination Shipments** are the responsibility of the vendor to ship to the destination identified in the purchase order.
- **F.O.B. Origin Shipments** when directed by GSA becomes GSA responsibility to get the shipment to its destination.

# How to Handle Wrong or Excess Shipments

- If you receive the wrong or excess merchandise due to an ordering error by your agency, GSA may authorize you to return the merchandise for credit. Do not, however, return the merchandise to GSA until your agency receives documents authorizing such action from the National Customer Service Center.
- *IMPORTANT: Please be sure to use the correct address provided by GSA for the return.*



# OUR COMMITMENT TO YOU AROUND THE WORLD

- I HOPE THAT YOU  
HAVE ENJOYED THE  
PRESENTATION AS THE  
INTENT IS TO PROVIDE  
YOU WITH CERTAIN  
INSIGHTS ABOUT  
YOUR SHIPMENTS  
MOVING NATIONALLY  
FROM GSA.
- **THANK YOU.**



# **ANY QUESTIONS?**

**Name: Jim F. Stroup**

**Transportation Management Specialist**

**1500 East Bannister Road, Bldg 4**

**Kansas City, Mo 64131-3088**

**TELEPHONE : (800) 488-3111**

**FAX: (816) 926-2956**

**E-MAIL: [jim.stroup@gsa.gov](mailto:jim.stroup@gsa.gov)**